

**AMENDMENT**  
**Request for Proposal**

Amendment Date: November 9, 2010

Amendment Number: 3

Bid Event ID: EVT0000186

Closing Date: January 4, 2011, 2:00 PM

Procurement Officer: Tami Sherley  
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Item: K-MED Project  
Agency: Kansas Health Policy Authority

Period of Contract: May 30, 2011 through September 30, 2015  
(with the option to renew for three (3) additional twelve (12) month periods)

**Conditions:**

- Below are responses to questions received prior to the November 2, 2010 Question deadline. Please note that the numbering sequence follows the Responses provided under Amendment Two.**
- Additionally, the responses to the questions received on November 2, 2010 will be posted pursuant to the timeline within the RFP document.**

A signed copy of this Amendment must be submitted with your bid. If your bid response has been returned, submit this Amendment by the closing date indicated above.

I (We) have read and understand this amendment and agree it is a part of my (our) bid response.

NAME OF COMPANY OR FIRM: \_\_\_\_\_

SIGNED BY: \_\_\_\_\_

TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_

Amendment Number 3 EVT0000186 was recently posted to the Division of Purchases Internet website. **The bid document can be downloaded by going to the following website:**

<http://www.da.ks.gov/purch/RFQ/EVT0000186>

**It is the vendor's responsibility to monitor the Division of Purchases website on a regular basis for any changes/addenda.**

- 17) Section 1.1 RFP Purpose, Page 16.

**RFP Requirement:** A proposal may include multiple Third Part Software Providers and multiple Service Providers, but must include one and only one Proposer; all other entities are considered subcontractors.

**Question:** Would third party software providers who are not actively participating in the implementation be considered subcontractors? For example, would Microsoft (if MS Project is used for the project plan) or other software providers who are providing tools be considered subcontractors under this requirement? Traditionally software providers and tool vendors are not considered subcontractors unless they are providing consulting services.

**Answer:** Please refer to the definitions on page 15 of the RFP. Third Party Software Providers which do not have any active role in the implementation of K-MED other than to provide a tool or software product as described in this question need not be considered subcontractors.

- 18) Section 1.4.1.2 Additional Planned Contractors, bullet 1, Page 28.

**RFP Requirement:** K-MED Hosting Services

**Question:** Please clarify KHPA's objective in outsourcing hosting separately from this contract.

**Answer:** KHPA is considering several options for hosting services, including internal solutions. As some potential bidders may not routinely offer a hosting solution, KHPA also hopes to secure the best price for the scope of work included in the RFP.

- 19) Section 1.4.1.2 Additional Planned Contractors, bullet 1, Page 28.

**RFP Statement:** The hosting provider will also maintain any K-MED website.

**Question:** Please expand on the services the hosting contractor will provide vs. the K-MED contractor in reference to maintaining the K-MED website and print and mail services?

**Answer:** Regarding the website, the K-MED Contractor will provide the design, development, and content. The hosting provider will be responsible for hosting the website and content, including the on-line application, presumptive eligibility tool, and other self-service features.

Regarding the print and mail services, the K-MED Contractor is responsible for producing the content of the notices and a file with that content. The hosting vendor is responsible for creating a hard copy notice, preparing the notice for mail, and mailing. A copy of the notice will be made available through the member self-service portal as well.

- 20) Section 2.7 Ongoing Operations Support, bullet 8, Page 44.

**RFP Requirement:** Generate Notices, both for Paper and Electronic Mailing

**Question:** Section 1.4.1.2, bullet 1 indicates that the hosting provider will be printing and mailing paper notices. Please confirm that this reference to the generation of paper notices is intended to mean the transmission of a file to the hosting vendor for printing and mailing of these notices.

**Answer:** Confirmed. Please see Answer #19.

- 21) 3.1 Submission of Proposals, Page 52.

**RFP Requirement:** The flash / thumb drives shall include the proposal in both searchable Portable Document Format and in Microsoft® Word format with hyperlinks to the sections from the table of contents.

**Question:** Would KHPA accept the electronic response in searchable Portable Document Format (PDF) only? Because some of the documents are in different electronic formats (MS Word, Excel, Scanned PDFs), it will not be possible to convert the entire proposal response into a searchable MS Word format.

**Answer:** *KHPA requires the response to be provided electronically in searchable Portable Document Format, and in the native format in which the documents were produced. In those cases where it is difficult to merge into a Microsoft® Word document, then please provide the applicable native format file.*

22) 3.1 Submission of Proposals, Page 52.

**RFP Requirement:** The Bidder's proposal, sealed securely in an envelope or other container, shall be received no later than 2:00 p.m., Central Time, on the Closing Date, addressed as follows:

Kansas Division of Purchases  
Bid Event ID Number EVT0000186  
Closing Date: December 2, 2010  
900 SW Jackson Street, Room 102-North  
Topeka, KS 66612-1286

**Question:** Please confirm that the Closing Date on this page is incorrect and that the closing date is January 4, 2011.

**Answer:** *It is confirmed that the Closing Date given on page 52 is in error and that the correct Closing Date is January 4, 2011.*

23) Section 3.2 Proposal / RFP Response Instructions, page 53

**RFP Requirement:** Each page of the proposal shall be clearly and uniquely numbered

**Question:** Please clarify if the requirement to uniquely number each page applies to inserted documents such as transmittal letters, event details sheets, forms and amendments which require an original signature?

**Answer:** *KHPA requires all responses to have unique page numbers or reference identifiers to the maximum extent possible. However, if the insertion of an external document causes unjustified formatting issues, it may be inserted without unique page numbers.*

24) Section 3.4.10.3 Technology Products, bullet 11, Page 62.

**RFP Requirement:** Performance Monitoring Tools

**Question:** Since KHPA will be procuring hosting services separately please confirm whether this requirement still applies.

**Answer:** *Performance management is a concern at every layer of the architecture, including the application and information layers, which will be managed by the vendor selected for this engagement. Without knowing the proposed solution, it is difficult for KHPA to specify the critical performance considerations in detail and which entity will need to manage each component. Proposers are expected to identify, understand, and describe these considerations in their proposals, which KHPA will in turn evaluate. Proposers are also asked to keep in mind those principles of Contractor Cooperation articulated in RFP Section 1.4.2 on Page 28. In summary, based on the Proposer's experience implementing similar systems and the critical nature of such systems' availability to end users, the Proposer under this competitive procurement should provide discussion and guidance in their proposal concerning performance parameters that balance the cost of service with reasonable and reliable levels of customer service.*

*Please see Answer #29.*

25) Section 3.4.11.2.2.1 Detailed Project Schedule, paragraph 3, Page 65.

**RFP Requirement:** The Detailed Project Schedule shall be accessible via Microsoft Project, and shall be included in electronic (Microsoft Project) format (do NOT submit in PDF format only). Printed copies of the proposal shall also include a high-level timeline in Gantt chart format.

**Question:** This requirement addresses providing an electronic version of the Detailed Project Schedule and paper copies of the high-level Gantt chart. Please confirm whether or not the Detailed Project Schedule is also to be included in the paper copies. In addition, please clarify if the Gantt chart is to be provided in paper copies only.

**Answer:** *Please provide as much detail as possible. To as great of an extent as possible, the electronic and paper versions should provide the same information for State reviewers. The Detailed Project Schedule should be included in the paper copies.*

*The RFP requires that the Detailed Project Schedule be accessible by Microsoft Project. The high-level Gantt Chart produced by this software should remain accessible in the electronic version (i.e., please don't hide the Gantt Chart on the electronic version of the Detailed Project Schedule).*

- 26) Section 3.4.11.2.3.1 Multiple Environments, paragraph 2, Page 70.

**RFP Requirement:** The K-MED Contractor is responsible for the setup and maintenance of the Development environment and Reference environment. This includes all network components, computer hardware platforms, software, servers, and the development facility.

**Question:** Please confirm that the bidder is responsible for hosting these environments, not the hosting services vendor described in Section 1.4.1.2, bullet 1.

**Answer:** *Confirmed.*

- 27) Section 3.4.15.3 Key Personnel, Page 95.

**RFP Requirement:** Key Personnel

**Question:** Would KHPA consider work experience as a substitute for the Bachelor's Degree requirement?

**Answer:** *For personnel in key positions, a Bachelor's Degree is preferred. However, KHPA is willing to consider work experience as a substitute on a case by case basis.*

- 28) Section 4.47 Performance Guaranty / Bond, Page 119.

**RFP Requirement:** Necessary bond forms will be furnished by the Division of Purchases and can be completed by any General Insurance Agent.

**Question:** Will KHPA please provide a copy of the current performance bond form?

**Answer:** *Please contact the Procurement Officer for assistance.*

- 29) Appendix 12 Performance Expectations, Section A & B, Page 249.

**RFP Requirement:** Performance Expectations – System Availability and System Response

**Question:** If the system is hosted by another vendor, please clarify how these requirements for system availability would apply to the bidder.

**Answer:** *KHPA realizes that these requirements are dependent upon performance by both the K-MED Contractor and the hosting provider. The K-MED Proposer is expected to provide configuration and other specification details as part of the K-MED response. Using this information, the hosting provider must ensure that their solution is capable of meeting these requirements. The K-MED Contractor may be held accountable if incorrect or inadequate information is given to the hosting provider.*

*If the K-MED System is not available due to the fault of the hosting provider, the K-MED Contractor shall not be responsible for the failure. However, if the hosting provider has provided the suggested configuration and bandwidth requirements and K-MED is not performing at the expected level, then the K-MED Contractor may be held responsible for the failure.*

*Also, please see RFP Section 1.4.2, Contractor Cooperation, Page 28, regarding collaboration and team work among KHPA contractors. KHPA is ultimately interested in achieving the desired performance and expects all providers to work together to meet these outcomes.*

*Please see Answer #24.*

- 30) Requirement Workbooks, ALL.

**Question:** Please confirm that the “Response Reference” column does not need to be completed for all requirements and that it is acceptable to leave the column blank or write “N/A” where there is no detail for the requirement. This column is only for requirements that are described in detail in the body of the proposal.

**Answer:** *Although a response is not absolutely required in the “Response” column for each requirement, KHPA expects detailed explanations for the vast majority of requirements. As the Proposer must provide a thorough description of their solution, that detail is expected to be available in the technical proposal.*

*Proposers may choose to elaborate or clarify in the “Response” column.*

- 31) Public Self Service Portal Workbook, SELF-007.

**RFP Requirement:** Must inform customer in real time of other potential program eligibility and/or resources (with appropriate web links). (E.g. SNAP (Food Assistance), TANF, WIC, Lions Club, Voc Rehab, etc.)

**Question:** Please confirm whether the intent of this requirement is for the bidder to provide static information about other programs and web links to other sites like SRS.

**Answer:** *Static information about other programs should be listed on the website. Information will be very basic, and include program criteria and program limits. Web links are also required.*

- 32) Does the RFP include Hardware?

**Answer:** *Please see RFP Section 1.4.1.2, Item #1, page 28.*

*Please see RFP Section 3.4.11.2.3.1, page 20. Note specifically paragraph 2.*

*Please see RFP Section 3.4.15.5, page 97.*

*Generally, the State intends to contract for hosting services separately, and the hardware required to support K-MED will be a part of that separate procurement. However, the K-MED Contractor will be responsible for hosting the Development environment and the Reference environment, as well as equipping a local facility in accordance with the RFP references cited above.*

- 33) Does the State have a hardware standard that they would like for the vendors to follow?

**Answer:** *Please see RFP Section 4.64, page 124.*

- 34) If hardware is required, is the State willing to purchase off of standard state contract?

**Answer:** *No, KHPA will not purchase hardware.*

- 35) Is hardware for production or for implementation / testing and who takes responsibility for the hardware?

**Answer:** *Please see Answer #32.*

- 36) RFP Section 2.7 item # 5: Please clarify what written materials are expected to be kept up to date.

**Answer:** *Please see RFP Section 3.4.11.2.9, Training Services and subsections, page 82.*

*Please see RFP Section 3.4.11.2.10, Documentation Services, page 85.*

*Please see RFP Section A1.2 in RFP Appendix A, Public Self-Service Portal Workbook, page 146.*

*Please see RFP Section A1.4.2.2 in RFP Appendix A, Outreach, page 157.*

*Please see RFP Section A1.4.5 in RFP Appendix A, Systems Documentation, page 158.*

*Please see the requirements listed in the Self Service Workbook included in the requirements Excel file available at <http://www.da.ks.gov/purch/adds/> under EVT0000186.*

*Please see the requirements listed in the General Requirements Workbook, System Documentation Worksheet included in the requirements Excel file available at <http://www.da.ks.gov/purch/adds/> under EVT0000186.*

*All training guides, help manuals, and other materials intended for members or staff must be current. In addition, all systems documentation and related materials must reflect current functionality. Historical versions must be easily referenced when needed.*

- 37) RFP Section 2.7 item # 6 Security Management: Please clarify the scope of this item.

**Answer:** *Please see RFP Section 3.4.11.2.6, page 76.*

*Please see RFP Section A1.6 in RFP Appendix A, page 160.*

*Please see the requirements listed in the Security Management Workbook included in the requirements Excel file available at <http://www.da.ks.gov/purch/adds/> under EVT0000186.*

- 38) RFP Section 2.7 item # 8: If this does not refer to system generated notices, please clarify what is the support envision for this item.

**Answer:** *Please see Answer #19.*

- 39) RFP Section 2.7 item # 10: Please specify the languages that interpreter services need to provide.

**Answer:** *Federal rules require KHPA to provide language assistance to persons who are Limited English Proficient (LEP) that will enable them to participate and benefit from the programs and services offered (see 45 CFR 80.3(b)). As such, interpreter services must be provided according to the needs of the LEP individual in the language necessary to provide meaningful communication.*

*KHPA does not require K-MED to provide on-site interpreter services. For example, an over-the-phone interpretation service may be used. The State of Kansas uses such a service under a Statewide Contract (see the Division of Purchases website (<http://da.ks.gov/purch/Contracts/Default.aspx>, contract #12396AA). All interpreters must meet the requirements of Kansas Statute Annotated (KSA) 75-4353.*

- 40) RFP Section 2.7 item # 10: Please provide more information on the types of operational reports that are required.

**Answer:** *We are assuming that this question refers to Item #12, and will answer accordingly.*

*Please see RFP Appendix 3, Reporting and Business Intelligence, page 163.*

*Please see the requirements listed in the Reporting and Business Intelligence Workbook included in the requirements Excel file available at <http://www.da.ks.gov/purch/adds/> under EVT0000186.*

*Operational reports are required to support ongoing operations, including business operations. Also, KHPA requires the K-MED contractor to produce reports to document performance expectations. Some examples of operational reports include:*

*Workload Tools for Business – For example, lists of pending applications, cases in various work queues, reviews due, etc.*

*System Performance and Usage – Reports documenting system availability, volumes of users during specific periods, etc.*

*User Support Usage and Performance – Numbers and types of calls, security issues reported, length of time to respond to concerns, etc.*

*Notice Generation – For example, volumes of notices created for printing and mailing.*

*Specific reports and details will be identified during the design phase.*

- 41) Please provide a web link or document with the legislative sections to be modeled by the rules engine by legal title and section number for the eligibility rules.

**Answer:** Please see RFP Section 1.2.2.1, Program and Policy, page 17, for references to applicable policy manuals that serve as the basis for the rules.